

How personal effects are returned

If you recognize the name of a relative on the list of personal effects, please contact the International Tracing Service (ITS). To do so, you can use the mail function that appears in the window when you click on the corresponding name on the website. Or you can send us an e-mail at the following address: **email@its-arolsen.org** The ITS will then conduct a thorough search in the archive documents in order to collect all existing information about the path of persecution and fate of the person in question. Finally, you will be contacted by an ITS staff member.

Please note the following information about the return of personal effects:

- The effects are returned to the most closely related living relative.
- The family member must present personal identification (driver's license or passport) and explain how he/she is related to the owner of the effects. Effects can be released only if the entitlement to receipt is beyond question.
- The ITS endeavors to transfer the effects to the family member in person. This can take place in Bad Arolsen or at another appropriate location, for example the memorial of a concentration camp. Occasionally, however, it is not possible to return the effects in person, for example where it would require the recipient to travel a great distance. In these cases, the ITS will dispatch the personal belongings as valuables through a parcel service (e.g. UPS or FedEx).
- The recipient must sign the "Statement on the Return of Personal Effects" to confirm that he/she is entitled to receive the items. The signature exempts the ITS from its responsibilities in cases of family conflicts. The recipient cannot assert any further legal claims against the ITS.
- The ITS turns personal effects over to memorial sites or other institutions for return to family members only when corresponding authorization has been presented. The "Statement on the Return of Personal Effects" must be signed by the lawful recipient before the belongings are turned over to the authorized person or institution.